

## Job-Link and Family Strengthening Centers (United Way Houses)

**Located in five counties (Lee, Hendry, Glades, Collier and Charlotte) Goodwill's Job-Link centers (16 in five counties-Pine Manor added in 2013) help people with employment, skills training, and family strengthening.** Goodwill is a strong advocate of the United Way House model and the benefit that this “one stop” service model provides to the community. This service model promotes community non-profit collaboration, efficiency and a seamless delivery system. In addition to being the lead agency of six (6) United Way Houses (Suncoast Estates, Bonita Springs; Palm Beach; Clewiston; Moore Haven; and Pine Manor), we are active partners in seven (7) other United Way Houses including Beacon of Hope on Pine Island, Triage, Cape Coral, Lehigh Community Services, Labelle, Harlem Heights, and Dunbar. Our trained employment consultants can assist with resume preparation, interviewing skills, and access to online employment opportunities. Job-Link centers, located across Southwest Florida, also provide computer access so that our clients can look for a job and submit online resumes and job applications. Many of our computers are equipped with adaptive technology to assist people with disabilities. Finally, Job-Link centers provide referrals to family strengthening services in the community.

- Job-Link Centers provide clients with the tools they need to find prepare for employment, locate employment opportunities, and access essential social services and resources to attain self-sufficiency and independence. This includes, assistance with **resume preparation, interviewing skills, assistance with ACCESS (benefits), linkage to community resources, access to online employment opportunities and employment services, and access to unemployment benefits online.**
- We provide computer access so that our clients can look for a job and submit online resumes and job applications. Many of our computers are equipped with adaptive technology to assist people with disabilities. Our adaptive technology is comprised of Screen Magnifiers, Visually Impaired Workstations, Adesso iMouse T1 ergonomic Optical Trackball Scroll Mouse, Dragon Naturally Speaking Software, Low Vision Keyboard B/W, and Ergonomic Keyboard and braille keyboards.
- Job-Link centers provide **referrals to Family Strengthening Services** in the community. We partner with numerous agencies across Southwest Florida with the common goal of helping people become more independent to provide the following services:
  - Money management
  - Housing and rental assistance
  - Adaptive medical equipment loan program
  - English as a second language courses
  - Income tax preparation
  - Effective parenting courses
  - Nutrition education
  - Housing counseling
  - Mental health services
  - Addiction and dependency services
  - Emergency food assistance and food stamps
  - GED and adult education
  - Utility payment assistance
  - Medicaid and health insurance for children
  - ACCESS Florida
  - Discounted/free cell phone
  - Low Income Home Energy Assistance Program (LIHEAP) in Hendry County
  - Community Services Block Grant (Agriculture and Labor Inc.)-Case Management in Hendry County

# 2014 OUTCOMES for Annual Report

**Total Number of Unduplicated or persons served one time in 2014: 39,630 unduplicated** (or those accessing our services for the first time this year) were served in 2014. Compared to 2013, in which there were **37,218** individuals served, there is an *increase of 2,412* new or unduplicated individuals that accessed services or an *increase of 6%*.

**Total Number of Duplicated or Services Provided: There were 114,398 return or duplicated individuals served or services provided** (or those returning for services) as of 12/31/14 and **81,321 in 2013** or an *increase of 33,077* served or a *41% increase*.

Compared to 2013, **there is increase of 38 job placements or self-employment outcomes or an increase of 6%** for a total of **671 in 2013** and **709 in 2014**.

As of December 31, 2014, **one (1) out of every seventeen (17) new individuals served secured a job** (588 Job Links which includes Admin; Mobile and Haitian Outreach; 3 Unfunded Services; 34 Employment Services and 13 HS/HT for a **total of 638 employed**). **Note: In 2013, 1 out of every 13 new clients served secured a job**.

**Information and Referral Services: 9,098**

**Neighborhood Outreach: 16,348 new or unduplicated served** (11,606 in 2013) and **82,371 return or duplicated persons served or service contacts conducted** (54,340 in 2013)

**Job Link Services:** As of December 31, 2014 we have provided assistance to **10,522 new clients** (*includes LIHEAP, Haitian Outreach, Mobile and Admin services*) at our Job-Link and Family Strengthening Centers (13 of 16 sites are United Way Houses), which compared to 2013 year to date, is an increase of **2,391 new individuals served or an increase of 29%** (8,131 served in 2013).

**Community Work Experience: 1,578 in 2014 and 826 in 2013 or an increase of 91%.**

**Job Placements and Businesses Started or Sustained in 2014: (Job Link sites; Employment Services; High School/High Tech and MicroEnterprise Institute):**

- **588 were placed** in employment situations through our collective **Job-Link Centers or an increase of 9% compared to 2013**. (This is a comparative increase of 47 placements as opposed to the outcomes as of December 31, 2013 in which 541 were placed within Job-Link Centers).
- **50 were placed** through the **Employment Services/Supported Employment Services, T.O.P. (OJT), Unfunded services, and the HS/HT Programs** (25 through Employment Services, 9 OJT, 3 Unfunded, and 13 in HS/HT placement) or a **decrease of 52 placements, or -51%** compared to 2013 in which **102 were placed**).
- **71 new and/or sustained, operational businesses** (self-employment) were created through the **MicroEnterprise Institute** which compared to 2013 is an increase of **154%** or an additional **43 businesses** (28 in 2013).

**Clothing Vouchers and Bus Passes: 320 Vouchers** (clothing, household materials) and **14 Bus Passes**

**Job-Link and Family Strengthening Centers (United Way Houses)**

**GWI Housing: 301 (not listed on our report)**

**Youth Services (HS/HT and LIFE ACADEMY): 176 HS/HT students enrolled with 34 graduates and 51 L.I.F.E Academy students enrolled with 4 student graduates**

**Employment Services (Division of Vocational Rehabilitation contracted services and On the Job Training-TOP):**

- a. Employment Services (DVR contract) in 2014, there were 148 individuals with disabilities trained and 28 were employed.**
- b. OJT/On The Job Training: 19 individuals that graduated from the program with 9 individual placed externally.**

**MicoEnterprise Institute (6 week, 12 module course for aspiring entrepreneurs): 117 Graduates and 71 new and/or sustained, operational businesses (self-employment) were created through the MicroEnterprise Institute which compared to 2013 is an increase of 154% or an additional 43 businesses (28 in 2013).**

**Haitian Outreach: 5**

**Trailways Camp: 60 (3 camps conducted)**

**HS/HT - Student Employment Placements: 13**

**18- HS/HT Work Experience**

**15-Work Experience (school based)**

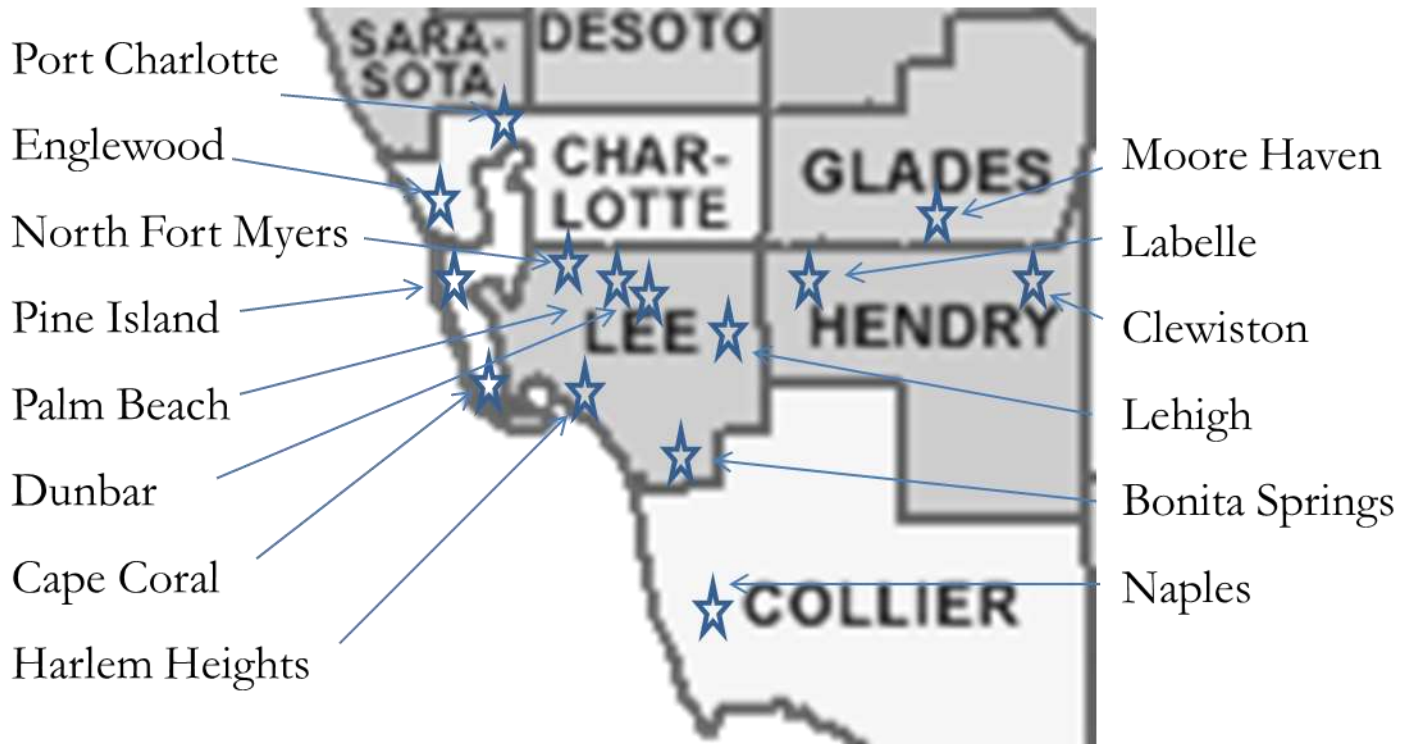
**10- L.I.F.E. Internship Experiences**

**3- Destination Graduation**

**BEYOND JOBS: 774 enrolled and 66 placed in employment**

**L.I.H.E.A.P. (Low income Home Energy Assistance Program): 639**

## Goodwill Industries of Southwest Florida, Inc. Job-Link Center Locations



**Pathways to Opportunity (ADT site): 11 enrolled** Our Job-Link Centers are strategically located throughout our five-county service area to reach as many clients as possible. Several of our Centers are co-located with other service providers to enhance client linkage, coordination and the overall customer or client experience. Addresses are as follows:

In **Charlotte County**, the Job-Link Centers are located inside **Goodwill’s Port Charlotte Store** 2325 Tamiami Trail, Port Charlotte, FL 33952 and in **Englewood** at 2001 S. McCall Road Unit D, Englewood, FL 34224.

In **Collier County**, **Naples Town Center Job-Link** became fully operational on January 31, 2012 and is located inside **Goodwill’s Naples Town Center Store** 3579 East Tamiami Trail, Naples, FL

We serve clients in **Glades County** and **Hendry County** at the **Clewiston United Way House** (inside the Goodwill store) located at 969 West Sugarland Highway, Clewiston, FL 33440 and the **LaBelle Job-Link** is located at the United Way House 133 North Bridge Street LaBelle, FL, and the Job-Link Center in **Moore Haven** is located inside the Goodwill Moore Haven Store, 1150 US 41 Highway 27, Moore Haven, FL 33471

In **Lee County**, we provide services at the **Bonita United Way House** 26820 Old 41, Bonita Springs, FL 34135; **Cape Coral United Way House** 1105 Cultural Park Boulevard, Cape Coral, FL 33990; **Dunbar United Way House** 3511 Dr. Martin Luther King, Jr. Boulevard, Fort Myers, FL 33907; **Palm Beach United Way House** 4162 Palm Beach Boulevard, Fort Myers, FL 33916; **North Fort Myers/Suncoast United Way House** (Located at Suncoast Estates, North Fort Myers) 2231 Case Lane, North Fort Myers, FL 33917; **Pine Island United Way House** Beacon of H.O.P.E. 5465 Pine Island Road, Bokeelia, FL 33922; **Harlem Heights Foundation** 15570 Hagie Drive Fort Myers, FL 33908; and **Lehigh Community Services** 201 Plaza Dr. Suite 103, Lehigh Acres, FL 33936. In 2013, we added the **Pine Manor Job Link Site**, located within the Pine

**Job-Link and Family Strengthening Centers (United Way Houses)**

Manor Neighborhood Outreach site 5547 Tenth Avenue, Fort Myers; Job-Link -Triage 2789 Ortiz Avenue  
Bldg L Ft. Myers, FL 33905

**CONTACT INFORMATION FOR JOB LINK COORDINATORS/SITES**

	Shery Bader (239) 731-9838/ (239) 634-3460 <a href="mailto:sherybader@goodwillswfl.org">sherybader@goodwillswfl.org</a>	<b>Job-Link–North Fort Myers/Suncoast United Way House (LEE)</b> <b>(Located at Suncoast Estates, North Fort Myers)</b> 2231 Case Lane, North Fort Myers, FL 33917
	Magdalena Flores (863)675-0114 <a href="mailto:mflores@goodwillswfl.org">mflores@goodwillswfl.org</a>	<b>Job-Link - LaBelle (HENDRY)</b> <b>(Located in the United Way House )</b> 133 North Bridge Street LaBelle, FL
	Nancy Cote (239) 693-9510 ext. 201 <a href="mailto:nancycote@goodwillswfl.org">nancycote@goodwillswfl.org</a>	<b>Job-Link– Palm Beach United Way House (LEE)</b> <b>(Located next to the Goodwill Store # 132)</b> 4162 Palm Beach Boulevard, Fort Myers, FL 33916
	Mercedes Maturana (863) 983-2774 <a href="mailto:mercedesmaturana@goodwillswfl.org">mercedesmaturana@goodwillswfl.org</a>	<b>Job-Link– Clewiston (HENDRY)</b> <b>(Located in the Goodwill Store # 153)</b> 969 West Sugarland Highway, Clewiston, FL 33440
	Janet Valdes (863) 946-0881 <a href="mailto:Janetvaldes@goodwillswfl.org">Janetvaldes@goodwillswfl.org</a>	<b>Job Link- Moore Haven (GLADES)</b> <b>(Located in the Goodwill Store #140)</b> 1150 US 41 Highway 27 Moore Haven, FL 33471
	Marjorie Reyes (239) 357-4024 <a href="mailto:marjoriereyes@goodwillswfl.org">marjoriereyes@goodwillswfl.org</a>	<b>Job-Link – UW Bonita United Way House (LEE)</b> <b>(Located in the United Way House)</b> 26820 Old 41, Bonita Springs, FL 34135
	Audrey Mayrent (239) 823-7927 <a href="mailto:AudreyMayrent@goodwillswfl.org">AudreyMayrent@goodwillswfl.org</a>	<b>Job-Link– Harlem Heights (LEE)</b> <b>Harlem Heights Foundation</b> 15570 Hagie Drive Fort Myers, FL 33908  <b>Job-Link- Pine Island United Way House/</b> <b>Beacon of H.O.P.E.-Pine Island (LEE)</b> 5465 Pine Island Road Bokeelia, FL 33922  <b>Job-Link -Triage (LEE)</b> 2789 Ortiz Avenue Bldg L Ft. Myers, FL 33905

☎	<p>Lelunda Wylie ( 239) 872-8226  <a href="mailto:LelundaWylie@goodwillswfl.org">LelundaWylie@goodwillswfl.org</a></p>	<p><b>Job-Link–Dunbar United Way House (LEE)</b>  3511 Dr. Martin Luther King, Jr. Blvd, Fort Myers, FL 33907</p> <p><b>Job-Link -Cape Coral United Way House (LEE)</b>  <b>(Located in the United Way House)</b>  1105 Cultural Park Boulevard, Cape Coral, FL</p>
☎	<p>Maritza Velazquez (239) 369-4774  Cell : ( 239)771-1928  <a href="mailto:maritzavelazquez@goodwillswfl.org">maritzavelazquez@goodwillswfl.org</a></p>	<p><b>Job-Link–Lehigh Acres (LEE)</b>  <b>(Located in Goodwill Store # 131)</b>  2825 Lee Boulevard Lehigh Acres, FL 33971</p>
☎	<p>Estrella Rosaria (239) 732-6310  <a href="mailto:estrellarosario@goodwillswfl.org">estrellarosario@goodwillswfl.org</a></p>	<p><b>Job-Link –Town Centre -Naples (COLLIER)</b>  <b>(Located in Goodwill Store #126 )</b>  3759 East Tamiami Trail, Naples, FL</p>
☎	<p>Sabrenia Morgan ( 941) 255-3884  <a href="mailto:sabreniamorgan@goodwillswfl.org">sabreniamorgan@goodwillswfl.org</a></p>	<p><b>Job-Link – Port Charlotte (CHARLOTTE)</b>  <b>(Located in Goodwill Store # 144)</b>  2325 Tamiami Trail, Port Charlotte, FL 33952</p>
☎	<p>Shari Clark  239-275-5180  Shari.clark@pmiafl.org  <a href="mailto:Sharilynclark@goodwillswfl.org">Sharilynclark@goodwillswfl.org</a>  <a href="http://pmiafl.org/">http://pmiafl.org/</a></p>	<p><b>Pine Manor United Way House</b>  Pine Manor Neighborhood Outreach  5547 Tenth Avenue, Fort Myers</p>
☎	<p>Michelle Mashaw ( 941) 474-0653  <a href="mailto:michellemashaw@goodwillswfl.org">michellemashaw@goodwillswfl.org</a></p>	<p><b>Job-Link - Englewood (CHARLOTTE)</b>  2001 S. McCall Road Unit D, Englewood, FL 34224</p>